

NORTH CAROLINA
DIVISION OF SOCIAL SERVICES
FOOD AND NUTRITION SERVICES
QUALITY CONTROL CASE REPORT

DSS-2993
QC (Rev. 8/07)

QC REVIEW # 10001
REVIEW MONTH 10/07
QCRM ALLOTMENT \$ n/a
ERROR \$ n/a

RE: Fiddle Faddle XXXX XXXX XXXX
Case Head County Name Case ID No. County Case No.
Team - County No.

Active

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☐

Correct
Overissuance
Underissuance
Totally Ineligible
Information Only
Dropped

Reason: _____

Negative

☐
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☐

Correct
Incorrect
Dropped
Reason: _____

☐ Ineligible until 01/04/09 or until the HH complies, whichever comes first.

APPLICATION PROCESSING INFORMATION

☐
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Benefits Accessible by the 30th day
Benefits Accessible after the 30th day
N/A to Benefits Accessible after the
7th / 30th day with good cause

☐
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Expedite Benefits Accessible by the 7th day
Expedite Benefits Accessible after the 7th day
N/A to Negative Cases
N/A to Recertifications or to Applications
(including late recertifications / reapplications)
taken prior to the current Federal Fiscal Year
or pended applications due to regulatory delay.

ERROR INFORMATION:

Fiddle Faddle (age 24) applied for benefits on 09/12/07 for herself and her daughter, Pop Tart (age 4). Ms. Fiddle Faddle stated that she and her daughter purchase and prepare meals separately from her uncle, Fig Newton. She reported that she last worked for McDonalds and received her last pay in August. She also reported that she has no income and that Mr. Fig Newton pays all of the household s expenses. She provided a NC Identification card as verification of her identity. The following verifications were requested: Verification of residency and a statement from Fig Newton regarding his relationship to her; that he eats separate, and that he pays all bills. The application was denied on 10/12/07 for failure to provide verification. *QC notes that the Emergency Service screening page is not completed; however, it is documented 'no proof of residency' as the explanation of ineligibility of emergency service.*

QC finds that Ms. Fiddle Faddle presented herself as eligible for expedited services as she had no income or resources. She provided verification of her identity; therefore, QC determines that Ms. Fiddle Faddle was eligible for expedited benefits with postponed verification of proof of residency. QC finds the action to deny this case to be invalid because of her eligibility for expedited benefits.

ORIGINAL: County
cc : QC Record
Economic Services Section

NORTH CAROLINA
DIVISION OF SOCIAL SERVICES
FOOD AND NUTRITION SERVICES
QUALITY CONTROL CASE REPORT

DSS-2993
QC (Rev. 8/07)

QC REVIEW #	<u>10039</u>
REVIEW MONTH	<u>10/07</u>
QCRM ALLOTMENT	<u>\$ n/a</u>
ERROR	<u>\$ n/a</u>

RE:	<u>Nutter Butter</u>	<u>XXXX</u>	<u>XXXX</u>	<u>XXXX</u>
	Case Head	County Name Team - County No.	Case ID No.	County Case No.

Active

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Correct
Overissuance
Underissuance
Totally Ineligible
Information Only
Dropped

Negative

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Correct
Incorrect
Dropped
Reason: _____

Reason: _____

☐ Ineligible until 01/04/08 or until the HH complies, whichever comes first.

APPLICATION PROCESSING INFORMATION

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Benefits Accessible by the 30th day
Benefits Accessible after the 30th day
N/A to Benefits Accessible after the
7th / 30th day with good cause

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Expedite Benefits Accessible by the 7th day
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N/A to Negative Cases
N/A to Recertifications or to Applications
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ERROR INFORMATION:

Nutter Butter (age 39) applied for recertification on 10/02/07. Also included in the household are: Cracker Jack (age 34), Moon Pie (age 13), and Teddy Graham (age 4). All household members except Teddy Graham are ineligible aliens. Agency record shows converted monthly earnings of \$2,408 for Cracker Jack. The application for recertification was denied on 10/24/07 due to excess gross income (\$2408 exceeds \$2238).

The agency record shows that Teddy Graham is the only eligible household member, as the other three are ineligible aliens. QC calculates the countable gross income of Cracker Jack as: \$2408 4 (total # of household members) = 602 x 1 (number of eligible members) = **\$602**. QC finds that the countable gross income of \$602 does not exceed the gross income limit of \$1,107; therefore the negative action is invalid.

ORIGINAL: County
cc : QC Record
Economic Services Section

NORTH CAROLINA
DIVISION OF SOCIAL SERVICES
FOOD AND NUTRITION SERVICES
QUALITY CONTROL CASE REPORT

DSS-2993
QC (Rev. 8/07)

QC REVIEW #	<u>11004</u>
REVIEW MONTH	<u>11/07</u>
QCRM ALLOTMENT	<u>\$ n/a</u>
ERROR	<u>\$ n/a</u>

RE:	<u>Cheese Cake</u>	<u>XXXX</u>	<u>XXXX</u>	<u>XXXX</u>
	Case Head	County Name Team - County No.	Case ID No.	County Case No.

Active

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Overissuance
Underissuance
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Reason: _____

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<input type="checkbox"/>

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Incorrect
Dropped
Reason: _____

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APPLICATION PROCESSING INFORMATION

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Benefits Accessible after the 30th day
N/A to Benefits Accessible after the
7th / 30th day with good cause

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ERROR INFORMATION

This is a three-person household consisting of Cheese Cake (age 40), her son Pound Cake (age 10), and her daughter Cup Cake (age 9). Ms. Cheese Cake applied for recertification on 10/31/07, reported, and provided verification of monthly income of \$746. Earned income of \$746 with the conversion code of 1 (bi-weekly) was entered into FNSIS. FNSIS automatically converted the income to a monthly amount of \$1604 based on the incorrect conversion code. The agency correctly shows Social Security income of \$518 for Cup Cake. The application for recertification was denied as over the gross allowable income limit of \$1861 for a three-person household.

QC finds that the household s total gross income of \$1264 (\$746 + \$518) does not exceed the gross income limit of \$1861. QC determined this is an invalid decision resulting from a keying error.

ORIGINAL: County
cc : QC Record
Economic Services Section

NORTH CAROLINA
DIVISION OF SOCIAL SERVICES
FOOD AND NUTRITION SERVICES
QUALITY CONTROL CASE REPORT

DSS-2993
QC (Rev. 8/07)

QC REVIEW #	12053
REVIEW MONTH	12/07
QCRM ALLOTMENT	\$ n/a
ERROR	\$ n/a

RE:	E. L. Fudge	XXXX	XXXX	XXXX
	Case Head	County Name Team - County No.	Case ID No.	County Case No.

Active

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Underissuance
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Incorrect
Dropped
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APPLICATION PROCESSING INFORMATION

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Benefits Accessible after the 30th day
N/A to Benefits Accessible after the
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ERROR INFORMATION:

This is a one-person household. E. L. Fudge (age 50) applied for recertification on 12/13/07. He reported that he is a separate household from Little Debbie (mother) and Famous Amos (brother). A Separate Household Verification form and a doctor's statement (verifying his disability) were requested on 12/03/07. The application for recertification was denied for failure to provide the requested information.

QC notes: The Separate Household Verification form states the following: "Please have the head of the separate household complete this form. If we do not receive this form by 12/24/07, we will process your recertification without shelter deductions. If returned, you may get more food assistance."

Policy in Section 210.10 states: Accept the applicant's signed statement as verification of separate household status. A signed statement from the other household is not required. E. L. Fudge could have been registered with ESC due to the absence of the doctor's statement. QC finds that the requested verifications are not mandatory verifications; therefore, QC finds the denial is invalid.

ORIGINAL: County
cc : QC Record
Economic Services Section